



COMPCARE HEALTH SERVICES
INSURANCE CORPORATION
NORTH NETWORK
2270 EastRidge Center
Eau Claire, WI 54701
(800) 368-4453, www.bluecrosswisconsin.com

Type of Plan .. Health Maintenance Organization
Total Number of Members 13,212
Years of Operating Experience 6
Total Number of Primary Care Physicians (PCPs) 674
Percentage of PCPs Accepting New Patients 99%
Percentage of Board Certified Specialty Care Physicians 90%
Number of Urgent Care Facilities..... 36
Number of Dentists..... No Routine Dental Coverage

ADDITIONAL INFORMATION

Referral/Prior Authorization Requirements	CompcareBlue North does not require a written referral for in-network services. The member's primary physician will coordinate all specialty care. Care referred to an out-of-network provider requires a written referral from the primary care physician prior to services being rendered. You will be notified in writing if your referral is approved or denied.
Medicare Claims Procedure	If you have Medicare and you provide CompcareBlue with your Medicare HIC number, your claims will be automatically processed by both CompcareBlue and Medicare. An Explanation of Benefits (EOB) is not needed. If you are referred to an out-of-network provider who does not accept Medicare assignment, you may be required to submit an EOB.
Prescription Drug Policy	CompcareBlue preferred pharmacies dispense approved generics where appropriate.
Dispensing Policy	Some prescription drugs, (approximately 25), may only be dispensed by a plan pharmacy after receiving prior authorization from the plan. Mail order is required for any prescription with a retail cost exceeding \$250.00 and for injectible medications. If a refill or initial drug dispensing is required for a particular medication that is needed immediately, exceptions can be made to accommodate the patient until the mail order process is complete. Most often this exception would be in emergency situations.
Mail Order	Mail order prescription service is provided by CompcareBlue's RxCel Pharmacy.
Disposable Diabetic Supplies Procedure	Insulin can be purchased from a plan pharmacy. Supplies must be obtained from a participating pharmacy provider. You will pay your 20% coinsurance amount to the pharmacy. Out-of-pocket expense for disposable diabetic supplies will be applied to the prescription drug annual out-of-pocket maximum.
Outpatient Mental Health Network/Policy	Innovative Resource Group will manage your behavioral health care. While a referral is not required for behavioral health services, you must contact Innovative Resource Group for information on participating providers as well as treatment authorizations. Staff is available to assist you seven days a week, 24 hours per day. Call 1-800-989-2792
24-Hour Nurse Line	Not available.
PCP Restrictions	Each family member may choose a different primary care provider from the CompcareBlue North network. You are able to change your primary care provider up to three times per year. If you move 30 miles or more from your designated primary care provider, you may also select another primary care provider.
Dental Benefits If Provided	No routine dental coverage offered.

ADDITIONAL INFORMATION

Quality Improvements Initiative	<ul style="list-style-type: none"> • Implementation of dedicated trainers to train Customer Service Representative staff on professional development skills. • Maximize health and safety of patients by encouraging non-rural hospitals to complete and participate in Leapfrog patient safety survey. • Provide wellness education to members semi-annually through the Healthy Wisconsin Member newsletter.
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Counties in Service Area	Hospitals in County	Major Providers in County*
Ashland	Memorial Medical Center	Chequamegon Clinic; Duluth Clinic; Main Street Clinic
Burnett	Burnett Medical Center	Please check provider directory. Various primary care physicians, limited specialty care.
Clark	Memorial Medical Center	Marshfield Clinic; Memorial Medical Center; Owen-Withee Clinic; Victory Medical Center
Douglas	St. Mary's Hospital of Superior	Duluth Clinic; Mariner Medical Clinic
Forest		Crandon Medical Group
Iron		Grand View Clinic, Marshfield Clinic
Langlade	Langlade Memorial	The General Clinic-Antigo
Lincoln	Sacred Heart Hospital	Tomahawk Medical Group
Marathon	Wausau Hospital	Wausau Regional Healthcare, Marshfield Clinic
Oneida	Howard Young Medical Center, St. Mary's Hospital	Howard Young Clinics, Rhinelander Regional Medical Group, Marshfield Clinic
Pepin	Chippewa Valley Hospital	Castleberg Clinic; Kenneth Rucker MD
Pierce		Please check provider directory. Various primary care physicians, limited specialty care.
Polk	Amery Regional Medical Center, Osceola Medical Center, St. Croix Regional Medical Center	Please check provider directory. Various primary care physicians, limited specialty care.
Portage	St. Michael's Hospital	Rice Medical Center
Price	Flambeau Hospital	Marshfield Clinic; Medford Clinic
Sawyer	Hayward Area Memorial Hospital	Duluth Clinic; Marshfield Clinic; Northwoods Community Health Center; Stone Lake Medical Clinic
St. Croix	Baldwin Hospital, Holy Family Hospital, Hudson Memorial Hospital, River Falls Area Hospital	Please check provider directory. Various primary care physicians, limited specialty care.
Taylor	Memorial Health Center	Medford Clinic
Vilas	Eagle River Memorial Hospital	Eagle River Medical Center
Washburn	Indianhead Medical Center, Spooner Health System	Duluth Clinic, Northwoods Community Health Center
Wood	Riverview Hospital, St. Joseph's Hospital	Doctors Clinic, Riverview Primary Care, Marshfield Clinic

* This is a general summary of major provider groups. For a complete listing, please visit our web site www.bluecrosswisconsin.com.